DISCIPLINE: Performance Capacity Management Tools
Discipline Roadmap for: Performance Capacity Management Tools

DOMAIN: SYSTEM MANAGEMENT SERVICES

Current	2 Years	5 Years
Baseline Environment	**Tactical Deployment**	**Strategic Direction**
Somix WebNM SMS-Desktop MRTG-Bandwidth (Or any MRTG/rrdtool based application) Bindview RMS 7.2 DS Analyzer v2.02	The IT Infrastructure Library (ITIL) best practice framework is recommended for deployment. ITIL is the industry best practice for performance capacity management. www.itil.com	Market Watch of products that enable performance and capacity management by adhering to ITIL best practices for Service Delivery and Support.

Shared	Agency
	✓

Retirement Targets

Mainstream Platforms (must be supported)

Somix WebNM, MRTG-Bandwidth

Containment Targets

SMS-Desktop, Bindview RMS 7.2, DS Analyzer v2.02

Emerging Platforms

Implications and Dependencies – Certain open source applications are available alone or as part of a more comprehensive network management application. Because of the inherent nature of open source applications, support and training are limited.

Roadmap Notes – According to Computer World Magazine, more advanced capacity planning software does more than track historical trends. It also lets IT planners create analytic models of different parts of the infrastructure to see how changes in hardware, applications or users will affect performance levels.

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- **Discipline Boundaries:**
  - SNMP based software tools providing current and historical information that indicates how well a device or service is performing and has the ability to set acceptable thresholds based on the performance information.
  - **Capacity/Performance Management** tracks and manages the resources being used to satisfy the needs of the enterprise. These include storage capacity, disk space, CPU capacity, and personnel. The process also includes the creation and maintenance of a Capacity Plan.
- **Discipline Standards:**
  - All tools should support the implementation of ITIL best practices for service delivery and support.
- **Migration Considerations:**
  - A basic knowledge of ITIL best practices will be required.
- **Exception Considerations:**
  - Specialized Applications
- **Miscellaneous Notes:**
  - Forrester Research Inc. in Cambridge, Mass., states that no matter how sophisticated the analytics in the tools, the user still needs to have a thorough understanding of what parameters to model and then must interpret the data and ensure that it makes sense.
- **Established Date:**
  - November 2004
- **Date Last Updated:**
  - October 25, 2006
- **Next Review Date:**
  - October 2007